



Frequently Asked Questions (FAQs) About Medicaid Renewal in Maryland

Medicaid renewal for each beneficiary is done once every twelve (12) months. To renew your Medicaid, the program reviews current eligibility factors to determine whether you continue, change, or discontinue your Medicaid enrollment. The annual renewal process was suspended during the COVID-19 public health emergency and the government authorized renewal to occur automatically. However, **federal law changed, and normal renewal processes will resume over one year, beginning April 1, 2023.** Your Local Department of Social Services (LDSS) or the Maryland Department of Human Resources (DHS) will let you know when it is time to renew. You can find the phone number and address for your LDSS or DHS at <https://www.marylandhealthconnection.gov/checkin/>

1. What can I do to prepare for this change?

Make sure your Local Department of Social Services (LDSS) or the State of Maryland Department of Human Resources (DHS) has your phone, address, and other contact information up to date. If any of this information has changed during the pandemic or you are not sure it is up to date, please contact your LDSS or DHS. If they do not have your correct address, you will not receive Medicaid mailings, **which means you could lose your Medicaid insurance.**

2. How will I know when it is time to renew my Medicaid?

When it is time to renew, your LDSS or DHS will mail you a Medicaid renewal packet. You will receive your renewal packet before your enrollment end date.

3. What do I have to do to keep my Medicaid insurance?

When it is time to renew, you may receive a notice about your current Medicaid coverage so you will need to renew your Medicaid insurance as you did before the COVID-19 public health emergency began. LDSS or DHS will mail you a Medicaid renewal packet. To renew your Medicaid insurance, you will need to follow the instructions to complete and submit your renewal form on the date indicated on your form. If you do not send the renewal form to your LDSS or DHS by the date indicated on the form, you could lose your Medicaid insurance.

4. After I receive my Medicaid renewal packet, answer all questions, and sign the last page of the renewal form, how can I submit it to my LDSS?

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



a) Online: Using the Maryland Health Connection system that allows beneficiaries to complete their renewal through the web portal and report changes, submit verifications, and view notices online or through the mobile app.

You can access Maryland Health Connection by first creating an account. If you do not have an account, you can create an account at MarylandHealthConnection.gov or through the Maryland Health Connection mobile app (available in the [Google Play Store](https://play.google.com/store/apps/details?id=com.marylandhealthconnection) or [Apple App Store](https://apps.apple.com/us/app/maryland-health-connection/id1444444444)).

On the home page, click MarylandHealthConnection.gov and then click "[Create Account.](#)" On the next page, enter the information required to create your account (e.g., username, password).

If you have an account, you can access your account at MarylandHealthConnection.gov or through the Maryland Health Connection mobile app (available on 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 should already have your user ID and password, and use them to access your account.

If you forget your username or password, you can reset it by clicking the "Forgot my password" or "Forgot my username" link, or by calling Maryland Health Connection Customer Service toll-free at **855-642-8572**.

Note: Recipients renewing their Medicaid benefits must be sure to complete all questions in the "**Special Enrollment**" section of the application.

b) By mail: You can only request a paper application by contacting the Call Center.

Please see the "**Medicaid Renewal**" fact sheet for a brief overview of using Maryland Health Connection to reapply for Medicaid benefits.

c) In Person: Beneficiaries can submit their renewal form at their local Health Department, local Department of Social Services, or regional Connector Entity.

- DHHS Silver Spring Center
8818 Georgia Ave., Silver Spring, MD 20910
- DHHS Silver Spring Health Center
8630 Fenton St Suite #10, Silver Spring, MD 20910
- DHHS Offices
1401 Rockville Pike, Rockville, MD 20852
- Mid-County DHHS Building
1301 Piccard Drive, Rockville, MD 20850
- Upcounty Regional Services Center
Second Floor, 12900 Middlebrook Rd., Germantown, MD 20874
Hours of Operation: Monday to Friday from 8:00 am - 4:00 pm
Phone Number: **240-777-0311**



Once you receive your renewal notice, be sure to complete all your questions on the form and report all changes to your home. These changes include if someone becomes pregnant, has a new baby, moves in or out of their home has a change in income, or any other change that may affect their benefits. Be sure to sign your renewal form before submitting it. For forms submitted online, the electronic signature option is available.

5. Will I need to provide proof of income and resources with my application or renewal to my LDSS or DHS?

Your LDSS or HRA will notify you of the proof needed to document your income and resources on your application or renewal form. If LDSS or HRA needs more evidence, you will receive a notice telling you what other documentation you need to provide. You will need to respond quickly. If you have problems obtaining the necessary documentation, you should immediately inform your local [Department of Social Services](#) or [Health Department](#).

6. What evidence is needed for renewal?

Most Medicaid beneficiaries who need to verify their eligibility will need to provide proof of income verification and residency in their state.

Verification Type	Acceptable evidence
Income	<ul style="list-style-type: none">- Recent pay stubs (from the last 30 days)- Self-employment: Most recent tax return form- Statement showing retirement income- Disability Income- Workers Compensation- Pension or annuity account statement- Unemployment benefit statements
Residency (only one form of verification is required)	<ul style="list-style-type: none">- Maryland Driver's License, ID 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 Maryland address- Property tax bill issued within the last 60 days for property located in Maryland- 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.

Additional information on how to renew your coverage is available on the website at <https://www.marylandhealthconnection.gov/checkin/>



7. I moved within the last three years or so and have a new address or plan to move soon. How can I give my new address to my LDSS or DHS?

It is important that you immediately inform your LDSS or DHS of your new address, telephone number, and other contact information. If they do not have your correct address, you will not receive Medicaid mailings, which means you could lose your Medicaid insurance. You can find the phone number and address for your LDSS or DHS at <https://www.marylandhealthconnection.gov/checkin/>

8. I gave my new address to my Medicaid plan. Do I still have to give it to my LDSS or DHS?

Yes. To ensure that your Medicaid case is not closed, it is important that you also inform your LDSS or HRA of your new address. You can find the phone number and address for your LDSS or DHS at <https://www.marylandhealthconnection.gov/checkin/>

9. Why didn't I receive my Medicaid renewal?

Not all beneficiaries will need to renew their coverage immediately. Your renewal may not expire until later in 2023 or early 2024. If you believe you did not receive your renewal notice or would like to check when your renewal is due, log in to Maryland Health Connection to check your eligibility, call **855-642 - 8572** or contact a navigator for insurance assistance.

Most beneficiaries will maintain Medicaid coverage without taking additional steps.

First, *Maryland Health Connection* attempts to determine electronic data sources based on eligibility without requiring additional information from beneficiaries. This process is known as automatic renewal or passive renewal. *Maryland Health Connection* will complete passive renewals for approximately two-thirds (2/3) of the total Medicaid population. Beneficiaries who can passively renew will receive a notice by mail.

Alternatively, if you have not received your renewal, please make sure *Maryland Health Connection* has your updated contact information, including your mailing address, telephone number, and email address, by visiting <https://www.marylandhealthconnection.gov/checkin/>.

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

Renewal packets are mailed to MAGI beneficiaries (parents/relative caregivers; children; pregnant women; childless able-bodied adults ages 21-64) sixty (60) days prior to the end date of their certification. Renewals are mailed to non-MAGI beneficiaries (elderly, blind, disabled, QMB, EPD and IDD waiver and Katie Beckett) ninety (90) days prior to their certification end date. If a beneficiary's full renewal is not received thirty (30) days before their certification end date, a second notice is sent to



beneficiaries informing them that they are at risk of losing Medicaid coverage if they do not renew in a timely manner.

If you do not receive your renewal package by the expiration date, your coverage may be cancelled.

11. How do I know if my renewal was successful?

A letter will be sent to your current address on file to notify you if your coverage has been renewed. You can also log in to *Maryland Health Connection* to check the status of your application and renewal.

12. What will happen if I do not renew my Medicaid coverage for myself and/or my family by the date indicated on my renewal letter?

You risk losing your Medicaid coverage if you do not renew your Medicaid coverage for yourself and/or your family members by this deadline. If you think you missed this date, log in to *Maryland Health Connection* to check.

Remember you and your family members may have different renewal dates.

13. What happens if I no longer qualify for Medicaid after my renewal is processed?

We want all eligible Marylanders to get and keep coverage. If you no longer qualify for Medicaid, or your application is denied, you will receive:

- A notice of when your Medicaid insurance will end,
- Information about how to appeal if you believe the cancellation decision is incorrect, and
- Information about other health insurance programs and how to apply for them. Low-cost health insurance options are available, such as private plans from CareFirst, Kaiser Permanente, and UnitedHealthcare. You have until July 31, 2024, to enroll in a private plan through *Maryland Health Connection*, but do not wait! Enroll as soon as you know you are no longer eligible for Medicaid, so you do not have a gap in coverage.

If you are no longer eligible for Medicaid and would like help enrolling in a private plan, contact a [broker or navigator](#) for free help.

14. Can I contact someone with my specific questions?

- If you have questions about Medicaid eligibility renewals, please contact the Maryland Health Connection Call Center at **855-642-8572** (TTY: 1-855-642-8573) from 8:00 a.m. to 5:00 p.m. to 6:00 p.m., Monday to Friday or Saturdays from 8:00 a.m. to 2:00 p.m.



- Call or visit your local [Department of Social Services](#) or your local [Health Department](#).
- If you are no longer eligible for Medicaid and would like help enrolling in a private plan, contact a [broker or agent](#) for free help.

More information available on the website at <https://www.marylandhealthconnection.gov/busque-ayuda/>

NOTE: If you are a patient at Mary's Center, you can call **844-796-2797**.