

Medicaid Renewals

Medicaid recipients must renew their eligibility once every 12 months. This process is also known as getting a “redetermination”. Renewals for most Medicaid recipients will now be processed in Maryland Health Connection.

Recipients who must renew their eligibility using Maryland Health Connection will receive a letter in the mail with instructions on how to renew their benefits. These frequently asked questions (FAQs) address some common questions regarding the renewal process.

Medicaid Renewal FAQs

How do I know whether I need to renew my benefits in Maryland Health Connection?

Recipients who must renew their benefits will receive a letter in the mail indicating that they are up for renewal. The letter will indicate that the recipient must renew their benefits using Maryland Health Connection.

Which Medicaid recipients must renew their benefits using Maryland Health Connection? Can I use SAIL instead?

Individuals who must renew their benefits through Maryland Health Connection are:

- Children;
- Adults under age 65;
- Parents and caretaker relatives; and
- Pregnant women.

All eligibility groups not mentioned above *cannot* apply using Maryland Health Connection. Applicants for the following programs can apply for benefits using [SAIL](#) or by going to their local Department of Social Services (DSS):

- Medical Assistance for Aged, Blind, and Disabled (ABD);
 - Medicaid for aged (over 65 years old), blind, or disabled adults
- Medical Assistance Long Term Care (LTC);
 - Only for disabled individuals admitted to nursing home facilities

Applicants for the programs listed below must apply for benefits by going to their local Department of Social Services (DSS):

- Medically needy;
- Populations for whom income is not an eligibility factor, such as foster children.

I need help applying in Maryland Health Connection to complete my renewal. How do I apply?

There are several ways to apply for Medicaid coverage through Maryland Health Connection:

- Online at www.marylandhealthconnection.gov. **Note: Recipients renewing their Medicaid benefits should be sure to complete all questions in the “Special Enrollment” section of the application.**
- By calling the Maryland Health Connection Call Center at 1-855-642-8572 (TTY: 1-855-642-8573).
- In-person at your local [Health Department](#), local [Department of Social Services](#) or regional [Connector Entity](#).
- By mail. You can only request a paper application by contacting the Call Center.

See the “Medicaid Renewal” fact sheet for a brief overview on using Maryland Health Connection to re-apply for Medicaid benefits.

I was found eligible for Medicaid when I applied for benefits using Maryland Health Connection, do I need to take any additional steps to enroll in coverage?

Completing the Maryland Health Connection application to get an eligibility determination and actually enrolling in coverage is a two-step process:

- First, you will receive an eligibility determination.
- Next, you must select a program to enroll in.
 - To actually enroll in coverage online, you must select the checkbox next to the program in which you would like to enroll from the eligibility determination list, click “Proceed to Enrollment”, and follow the system prompts. Simply reaching the eligibility determination screen will not enroll you in coverage.

If you have outstanding verifications, this information will also need to be submitted.

I am eligible for Medicaid, MCHP, or MCHP Premium, but have outstanding verifications. What happens next?

If you have outstanding verifications (for example, we need to confirm citizenship or income), you will receive a notice requesting certain information. You have temporary coverage during this time. If you do not provide the information requested within 75 days, your coverage may end.

You may submit these documents online through Maryland Health Connection at www.marylandhealthconnection.gov. If you are unable to submit these documents

online, you may mail them to Maryland Health Connection, P.O. Box 2160, Manchester, CT 06045.

If you have questions about acceptable documentation, please call 1-855-642-8572 (TTY: 1-855-642-8573).

Will I receive a new Medicaid card?

Continue to use your current Medicaid card. If you have lost your Medicaid card, call the Call Center at 1-855-642-8572 (TTY: 1-855-642-8573) to request a new one.

Will I receive an enrollment packet to choose an MCO?

No. You will automatically continue enrollment in your current MCO. You should continue to use your current MCO card.

Can I change MCOs if I want to?

You have the right to change your MCO after you have been enrolled in your current MCO for 12 months. For example, if you have been enrolled in your MCO since January 7, 2014, you have the right to change your MCO after January 7, 2015. For more information about how to change MCOs, please contact the Medicaid enrollment broker at 1-800-977-7388.

Will there be a lapse in my Medicaid coverage?

No. As long as you apply on Maryland Health Connection within 45 days of receiving your renewal notice, you should get a new determination and be enrolled in either Medicaid or a Qualified Health Plan prior to a lapse in coverage.

If you are found eligible for Medicaid and you have outstanding verifications (for example, we need to confirm citizenship or income), you will receive a notice requesting certain information. You have temporary coverage during this time. If you do not provide the information requested within 75 days, your coverage may end.

Where can I get more information on using Maryland Health Connection?

For more information, be sure to check out the [Maryland Health Connection FAQs](#).