Ohio | Department of Medicaid

Important changes coming for Ohio Medicaid Members!

Per the Consolidated Appropriations Act, 2023, (CAA) the continuous coverage provision that prohibited states from disenrolling members from Medicaid will expire. Starting with Medicaid renewals due in April 2023, Ohio Medicaid will resume its routine eligibility and enrollment operations. This means that all eligible Medicaid **members will need to have their Medicaid coverage renewed.**

The return to routine operations will bring changes for Ohio Medicaid members. Read the information below to ensure you're prepared for the changes and know what steps you need to take to keep or find new coverage.

Keep your contact information up to date with your County Department of Job and Family Services (CDJFS). When it's time to renew, or if Medicaid needs more information to continue your coverage, the CDJFS sends a letter. Make address changes by logging on to **benefits.ohio.gov** or by calling **1-844-640-6446**. Help is available Monday through Friday 8 a.m. to 4 p.m. ET.

Medicaid members are encouraged to: **check your mail and respond to requests for information from your CDJFS.** While some renewals can be completed without a need to contact the member, some renewals **will require members to respond to mail**. If you receive a letter stating that it is time to renew, or that your CDJFS needs more information, you should respond right away. The CDJFS needs to hear from you to review your Medicaid eligibility. If you do not respond to renewal letters or requests for information, you risk losing coverage even if you still meet the eligibility criteria for Medicaid.

To renew your coverage:

There are multiple ways to renew your coverage:

- In-person at or by mail to your local CDJFS office. You can find contact information for your CDJFS by choosing your county from the dropdown at **medicaid.ohio.gov/dropdown**.
- Over the phone by calling the County Shared Services at **1-844-640-6446**. Agents are available Monday through Friday 8 a.m. to 4 p.m. ET.

- Online at **benefits.ohio.gov** only if you have already created a Self-Service Portal account. Otherwise, you must submit the renewal through one of the methods listed above. Even if you can't complete your renewal in the Self-Service Portal, you can still use your account to report changes and upload documents.

To find new coverage:

If you're notified that you are no longer eligible for Medicaid coverage, this is considered a Qualifying Life Event (QLE), which allows you to enroll in a Marketplace plan outside of the Open Enrollment Period.

Members should still complete and return their renewal packet(s) so that coverage can be properly assessed for all household members. Your child may be eligible for coverage even if you are no longer eligible.

If you need help understanding your options, trained, licensed insurance navigators are available at no cost to you. Contact Get Covered Ohio for free, unbiased assistance. Go to **getcoveredohio.org** or call **1-833-628-4467**. Insurance navigators can help in-person, online, or over the phone.

Additional resources:

You can manage your Medicaid account, complete renewals, upload documents, and find out the status of your coverage by logging into your Ohio Benefits Self-Service Portal account at **benefits.ohio.gov**.

You can call **1-844-640-6446**. Assistance is available Monday through Friday 8 a.m. to 4 p.m. ET.