

May 19, 2023

PROVIDER ALERT: BENEFICIARY HEALTHCARE COVERAGE RENEWAL PROCESS

Throughout the COVID-19 pandemic and Federal Government Public Health Emergency (PHE) declaration, Medicaid continued health care coverage for all beneficiaries (including those who's eligibility changed). The District also continued coverage for residents under the Alliance Program and Immigrant Children's Program.

With the end of the PHE, continuous eligibility has ended. This means that all 50 states and the District of Columbia are required to restart the eligibility renewal process for Medicaid beneficiaries and in the District of Columbia, residents enrolled in the Alliance Program and Immigrant Children's Program.

Aligning with the Federal requirement, The Department of Health Care Finance (DHCF) initiated the renewal process for all Enrollees in April which will extend over 14 months. When it's time for an Enrollee to renew coverage, they will receive a letter and renewal packet in the mail. Enrollees will be given time to complete and return the packet electronically or in person at any of the customer service centers.

MedStar Family Choice District of Columbia is sharing this information with you, so you can kindly remind your patients to renew their healthcare benefits. The first step is for them to update their contact information with the DHCF at the District of Columbia Benefits Portal (<https://districtdirect.dc.gov/ua/>) to receive their renewal letter and packet.

You can find additional information about this process at DHCF Medicaid Renewal (<https://dhcf.dc.gov/medicaid-renewal>) and DHCF Stakeholder Communications Toolkit (<https://dhcf.dc.gov/node/1648591>).

Also included with this provider alert is a [flyer you can share with your patients](#) containing information about the healthcare renewal process.

Thank you for your help in supporting this very important process. For questions concerning this Provider Alert, please contact the MFC-DC Provider Relations department, Monday through Friday, 8 a.m. to 5:30 p.m.

Phone: **855-798-4244, Option 2**

Email: mfcdc-providerrelations@medstar.net