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How to Use this Toolkit

Medicaid Continuous Enrollment Ends March 31, 2023

On Dec. 29, 2022, the Consolidated Appropriations Act (CAA) was enacted, a law that ends the continuous enrollment condition for Medicaid and Children’s Health Insurance (CHIP) programs that claimed a temporary increase in federal matching funds. Beginning April 1, 2023, AHCCCS will resume its regular business process of determining annual renewals for **all AHCCCS members**. It will take approximately 12 months to complete all renewals.

Throughout this year, we ask everyone who interacts with Medicaid members to spread the word about the upcoming renewal process so that no members lose their coverage simply for not responding to our requests for information.

Approximately 75% of eligibility determinations are able to be completed automatically and members will not need to take any action. If their eligibility is continued, then they will remain enrolled and will receive a summary letter that says, “If the information on the summary is correct, you do not need to do anything. You do not need to call or contact AHCCCS.”

Approximately **600,000** AHCCCS members could lose coverage because they either no longer meet eligibility criteria or simply have not responded to our requests for information to determine their eligibility.

Because losing Medicaid coverage is a Qualifying Life Event, members can enroll in other health care coverage options at www.healthcare.gov.

For details on how AHCCCS will conduct renewals after the PHE, read the [Summary Of COVID-19 Public Health Emergency Operational Unwinding Plan](#).

Who Can Help?

Everyone who interacts with Arizonans who may be current AHCCCS members can help us spread the word about upcoming Medicaid renewals. This includes healthcare providers, teachers, advocates, elected officials, business leaders and owners, community organizations, day care facilities, schools, churches, and local governments.

This toolkit includes templates and materials you can use to inform Arizonans of the steps they can take to complete their Medicaid renewal or, if they are no longer eligible for Medicaid, to find other health insurance options.

[Download a zipped file of all toolkit collateral.](#)

RESOURCES AND DISTRIBUTION METHODS	CONTENT TO SHARE
AHCCCS Website	www.azahcccs.gov/Renewals
Fact Sheet	Return to Regular Renewals Fact Sheet
Social media	Suggested social media copy & graphics to use on your own social media accounts
Email newsletters	Drop in article for newsletters or email blasts asking Medicaid members to update contact info.
Direct mail inserts	Suggested direct mail insert message
Phone calls	Sample on-hold messages
Text messages	Short reminder text messages
Print material	Printable fliers (versions for providers, tribal partners, and fillable to add your own contact information)
Radio Scripts	:30 radio scripts

Guidance for AHCCCS Managed Care Organizations

MCOs are permitted to directly market their corresponding QHP product (if they have one) but, if offering information about the range of available commercial/private plans available in the member’s service area, the MCO must only provide generalized education, notwithstanding ACOM 101, and are prohibited from marketing/steering to their commercial/private plans.

If you have any questions about this toolkit, please contact PIO@azahcccs.gov.

4 Key Messages

Got Medicaid? Here are four things you need to know:

1. Beginning April 1, 2023, AHCCCS will resume the regular renewal process and determine eligibility for all members. This will take approximately 12 months.
2. Watch your mailbox for a renewal letter. It will tell you whether you've been automatically renewed, disenrolled, OR need to respond with more information.
3. If you are asked to respond, please do so right away.
4. If you are no longer eligible for Medicaid, other low-cost health insurance options are available. Call 2-1-1 or visit www.211.org to find other low-cost options.

One-Page Fact Sheet

Resuming Regular Medicaid Eligibility Operations

Since the start of the COVID-19 pandemic, Medicaid programs employed "continuous enrollment" at federal direction. As a condition of receiving enhanced federal funding, AHCCCS could not take any negative actions during a member's annual renewal of eligibility. No one who was enrolled in Medicaid during this time lost their Medicaid coverage (unless they moved out of state, voluntarily disenrolled, aged out of KidsCare, or passed away). Medicaid enrollment has increased by 33% in Arizona since the start of the pandemic.

Due to federal legislation passed in December 2022, the continuous enrollment requirement is no longer tied to the public health emergency end date, and Medicaid programs are required to begin the disenrollment process starting April 1, 2023.

Coverage Impacts

An estimated **600,000 members** are at risk of losing Medicaid and KidsCare coverage in Arizona:

- Approximately half of these individuals could lose coverage for failing to respond to requests from AHCCCS for information to determine eligibility.
- Approximately half of these individuals could lose coverage because they are no longer eligible for Medicaid or KidsCare.

Renewal Plan & Monitoring Progress

AHCCCS will re-determine all members, over 12 months, using a hybrid approach of "ineligible" before "non-responsive," oldest application date to newest, and will align households when possible.

AHCCCS and its contracted health plans will closely monitor the renewal progress during the 12 months and:

1. Share renewal update files, and
2. Communicate publicly about how to connect individuals to coverage.

Agency Efforts to Ensure Successful Continuous Coverage

- ✓ Reducing employee vacancy time-to-fill,
- ✓ Recruiting eligibility staff when vacancies occur,
- ✓ Training existing and new staff on updated systems and processes, and
- ✓ Updating health plans regularly, creating communication toolkits, and educating stakeholder in community meetings.

Budget Impacts

Resuming normal eligibility operations will impact Arizona's Medicaid budget.

AHCCCS expects a 0.7% increase driven by the expectation that lower cost members will disenroll during Contract Year 2023 which causes an increase in the average cost profile for Medicaid members.

What Can Medicaid Members Do To Ensure Continuous Coverage?

1. Update your contact information in www.healthearizonaplus.gov.
2. Check your mailbox for renewal information.
3. Respond to AHCCCS to complete your renewal.
4. If you need health insurance, call 2-1-1 or go to www.211.org.

Partners Are the Key to Success!

PLANS	PROVIDERS	COMMUNITY
Arizona Department of Economic Security, Division of Developmental Disabilities Managed Care Organizations	2-1-1 Arizona Coalition for Military Families Children's Action Alliance Vitalyst Health Foundation Federal and State policymakers	Arizona Alliance for Community Health Centers Arizona Hospital and Healthcare Association Arizona Medical Association Health Systems Alliance of Arizona

Learn more at www.azahcccs.gov/Renewals February 2023

Fliers

Have you heard the news?

AHCCCS will return to regular renewals beginning April 1

DONT RISK A GAP IN YOUR MEDICAID OR CHIP COVERAGE. GET READY TO RENEW NOW.

Following these steps will help determine if you still qualify:

- Make sure your contact information is up to date.
- Check your mail for a letter.
- Complete your renewal form (if you get one).

Have Questions?

Visit www.healthearizonaplus.gov or call 1-855-HEA-PLUS (1-855-432-7587) for help or to update your contact information today.

¿Escucho la noticia?

AHCCCS volverá a las renovaciones regulares a partir del 1 de abril

NO ARRIESQUE UNA INTERRUPCIÓN EN SU COBERTURA DE MEDICAID O CHIP. PREPÁRESE PARA RENOVAR AHORA.

Seguir estos pasos ayudará a determinar si aún califica:

- Asegúrese de que su información de contacto esté actualizada.
- Revisa su correo en busca de una carta.
- Completar el formulario de renovación (si recibe uno).

¿Tiene Preguntas?

Visite www.healthearizonaplus.gov o llame 1-855-HEA-PLUS (1-855-432-7587) para obtener ayuda o para actualizar su información de contacto hoy.

Medicaid Alert

Inform your patients that AHCCCS will return to regular renewals beginning April 1

DONT RISK A GAP IN YOUR PATIENTS' MEDICAID OR CHIP COVERAGE. HELP THEM TO TAKE ACTION.

Your patients can follow these steps to help determine if they still qualify:

- Make sure their contact information is up to date.
- Check their mail for a letter.
- Complete their renewal form (if they get one).

Visit www.azahcccs.gov/renewals or call 2-1-1 for assistance

AHCCCS

Have you heard the news?

AHCCCS will return to regular renewals beginning April 1

DONT RISK A GAP IN YOUR MEDICAID OR CHIP COVERAGE. GET READY TO RENEW NOW.

Following these steps will help determine if you still qualify:

- Make sure your contact information is up to date.
- Check your mail for a letter.
- Complete your renewal form (if you get one).

Have Questions?

Visit www.healthearizonaplus.gov or call 1-855-HEA-PLUS (1-855-432-7587) for help or to update your contact information today.

Have you heard the news?

AHCCCS will return to regular renewals beginning April 1

DONT RISK A GAP IN YOUR MEDICAID OR CHIP COVERAGE. GET READY TO RENEW NOW.

Following these steps will help determine if you still qualify:

- Make sure your contact information is up to date.
- Check your mail for a letter.
- Complete your renewal form (if you get one).

Have Questions?

Visit or call

Text Messages

Get ready to renew your AHCCCS coverage. Make sure your address is correct in our system. Log in at www.healthearizonaplus.gov or call 1-855-432-7587.

Prepárese para renovar su cobertura de AHCCCS. Asegúrese de que su dirección esté correcta en nuestro sistema. Inicie sesión en www.healthearizonaplus.gov o llame al 1-855-432-7587.

Sample On-Hold Messages

1. If you have AHCCCS, your health insurance will renew in 2023. Look for a letter in the mail, and if the letter asks you to respond, please do so right away.
 2. If your contact information (phone number, email, mailing address) has changed, report those changes to AHCCCS. Log into healthearizonaplus.gov or call 1-855-HEAPLUS (432-7587).
 3. Do you need health insurance? Find options by calling 2-1-1 or visiting www.211.org.
-
1. Si tiene AHCCCS, su seguro de salud se renovará en 2023. Busque una carta en el correo y, si la carta le pide que responda, hágalo de inmediato.
 2. Si su información de contacto (número de teléfono, correo electrónico, dirección postal) ha cambiado, informe esos cambios a AHCCCS. Inicie sesión en healthearizonaplus.gov o llame al 1-855-HEA PLUS (432-7587).
 3. ¿Necesita un seguro de salud? Encuentre opciones llamando al 2-1-1 o visitando www.211.org.

:30 Radio Scripts

If you've got Medicaid, here are four things you need to know. One. This year, Arizona is reviewing eligibility to make sure you still qualify. Two. Check your mail about your renewal. Three. Respond right away, if needed. Four. If you no longer qualify for Medicaid, find other low-cost options by calling 2-1-1 or visiting www.2-1-1.org.

Si tiene Medicaid, aquí hay tres cosas que necesita saber. Uno. Arizona está revisando la elegibilidad para asegurarse de que usted aún califica. Dos. Verifique si le ha llegado algún correo sobre cómo renovar. Tres. Responda de inmediato. Cuatro. Si ya no califica, es posible que aún pueda obtener un seguro médico de bajo costo. Vaya a www.2-1-1.org o llame al 2-1-1.

Direct Mail Insert Message

Do you need health insurance? Call 2-1-1 or visit www.211.org.

¿Necesita seguro de salud? Llame al 2-1-1 o visite www.211.org.

Social Media Posts - Need Insurance

ENGLISH/SPANISH

POST #1 text and graphics

On April 1, AHCCCS will begin regular member renewals for all 2.5 million enrolled members. This will take 12 months to complete. If you are no longer eligible for AHCCCS insurance, visit www.211.org or call 2-1-1 to find other health insurance options. #GetCovered



El 1 de abril, AHCCCS comenzará las renovaciones regulares de miembros para los 2,5 millones de miembros inscritos. Esto tardará 12 meses en completarse. Si ya no es elegible para el seguro AHCCCS, visite www.211.org o llame al 2-1-1 para encontrar otras opciones de seguro médico. #PrepáreseParaRenovar

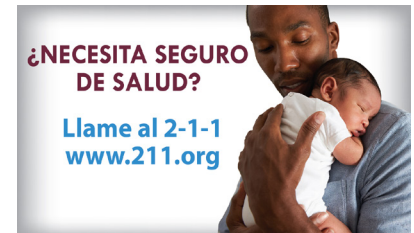


POST #2 and graphics

If you or your household receives a letter from #AHCCCS requesting info about your health care renewal, please respond! Check the status of your renewal by logging into www.healthearizonaplus.gov. #GetReadytoRenew



Si usted o su hogar reciben una carta de #AHCCCS solicitando información sobre la renovación de su atención médica, ¡responda! Verifique el estado de su renovación iniciando sesión en www.healthearizonaplus.gov. #PrepárateParaRenovar



POST #3 and graphics

Do you need health insurance? Call 2-1-1 or go to www.211.org for help finding health insurance that fits your needs. Help is available 24/7/365 in English and Spanish.



¿Necesita seguro de salud? ¿Necesitas un seguro de salud? Llame al 2-1-1 o visite www.211.org para obtener ayuda para encontrar un seguro de salud que se ajuste a sus necesidades. La ayuda está disponible 24/7/365 en inglés y español.



POST #4 Text and graphics

KidsCare is low-cost health insurance for children. KidsCare eligibility is determined with a Medicaid application. Apply for Medicaid at www.healthearizonaplus.gov or call 1-855-432-7587. #KidsCare#KeepKidsCovered



KidsCare es un seguro médico de bajo costo para niños. Solicite en www.healthearizonaplus.gov o llame al 1-855-432-7587. #KidsCare #Mantengaasushijos cubiertos



Social Media Posts - General April 1 Messaging

ENGLISH/SPANISH

POST #1 text and graphics

On April 1, AHCCCS will begin regular member renewals for all 2.5 million enrolled members. This will take 12 months. Nearly . 75% of renewals are determined automatically with no need for member response, but make sure we can reach you if needed. Update your contact information at www.healthearizonaplus.gov. Learn more: www.azahcccs.gov/Renewals



El 1 de abril, AHCCCS comenzará las renovaciones regulares de miembros para los 2.5 millones de miembros inscritos. Esto llevará 12 meses. Por poco. E 75% de las renovaciones se determinan automáticamente sin necesidad de una respuesta del miembro, pero asegúrese de que podamos comunicarnos con usted si es necesario, Actualice su información de contacto en www.healthearizonaplus.gov. Aprende más: www.azahcccs.gov/Renewals



POST #2 text and graphics

Starting April 1, AHCCCS must reverify the eligibility for all 2.5 million Medicaid members. Get ready by updating your contact information at www.healthearizonaplus.gov and signing up for text or email alerts! Read more at www.azahcccs.gov/Renewals.



A partir del 1 de abril, AHCCCS va a volver verificar la elegibilidad de los 2.5 millones de miembros de Medicaid. Prepárese actualizando su información de contacto en www.healthearizonaplus.gov. Inscribirse para recibir alertas por mensaje de texto o correo electrónico! Puede leer más en www.azahcccs.gov/Renewals



POST #3 text and graphics

Starting April 1, AHCCCS will end continuous enrollment and return to regular member renewals and disenrollments. Watch your mailbox or inbox for a renewal letter from AHCCCS. Learn more: www.azahcccs.gov/Renewals.



A partir del 1 de abril, AHCCCS finaliza la inscripción continua y volverá a las renovaciones y cancelaciones de inscripción regulares de los miembros. Busque en su correo o bandeja de entrada una carta de renovación de AHCCCS. Aprende más: www.azahcccs.gov/Renewals



POST #4 text and graphics

Due to federal law, on April 1 the regular Medicaid member renewal process will begin. It will take 12 months to renew all members, but members can prepare now by updating contact information by logging into www.healthearizonaplus.gov. Learn more: www.azahcccs.gov/Renewals.



Debido a la ley federal, el 1 de abril comenzará el proceso regular de renovación de miembros de Medicaid. Va a tomar 12 meses para renovar a todos los miembros pero los miembros pueden prepararse ahora actualizando la información de contacto iniciando sesión en www.healthearizonaplus.gov. Aprende más: www.azahcccs.gov/Renewals.



Drop In Article

MEDICAID RESUMES REGULAR RENEWAL PROCESS BEGINNING APRIL 1, 2023

Beginning April 1, 2023, AHCCCS is required to resume the regular renewal process and disenroll ineligible individuals from AHCCCS and KidsCare. Over the course of 12 months, AHCCCS will complete a full eligibility renewal for all 2.5 million enrolled members, following a careful plan designed to make sure that no eligible members are wrongly disenrolled, and that anyone who no longer qualifies for Medicaid is referred to other health care insurance options.

The return to regular renewal processes will be the first time in three years that Medicaid and CHIP members who no longer qualify for Medicaid will be disenrolled. Members will be notified of their eligibility renewal prior to their month of renewal.

What AHCCCS Members Can Do To Prepare for Renewal

The most important thing AHCCCS members can do right now is update their contact information in Health-e-Arizona Plus (www.healtharizonaplus.gov), sign up for text/email notification alerts from AHCCCS, and respond to all AHCCCS requests for information in a timely manner.

To update contact information, log in to www.healtharizonaplus.gov or call Health-e-Arizona Plus at 1-855-432-7587, Monday through Friday 7:00 a.m. - 6:00 p.m.

To sign up for text/email alerts of AHCCCS notifications, log in to www.healtharizonaplus.gov, go to “Message Center” on the toolbar, and click on “Manage My Alerts and Letters.”

Look for a letter from AHCCCS and respond if needed.

The majority of renewals can be determined automatically with no input needed from the member. If AHCCCS cannot automatically determine eligibility using available and approved data sources, the member will receive a renewal packet by mail or a notification by email, depending on their selected preference. AHCCCS health plans will also use texts, email, and social media when available to reach members. Members who receive renewal packets can complete their renewal online by logging into www.healtharizonaplus.gov, contacting a Community Assistor organization (listed at www.healtharizonaplus.gov), by mail, by phone, or in person at a Department of Economic Security office.

How Can I Learn More About Medicaid Renewals?

See more information and frequently asked questions at www.azahcccs.gov/Renewals.

More AHCCCS links

- [Return to Regular Renewals web page](#)
- [COVID-19 Frequently Asked Questions](#)
- [Summary of Renewal Operational Plan](#)
- [AHCCCS COVID-19 web page](#)
- [AHCCCS News and Press Releases \(subscribe\)](#)
- Health-e-Arizona Plus Eligibility and Renewal System: www.healtharizonaplus.gov

Hashtags/Tags

Primary: #GetReadytoRenew #PrepáreseParaRenovar
#GetCovered #ObtengaCobertura
#KeepYourHealth #MantengaSuSalud
#KeepKidsCovered #Mantengaasushijos cubiertos

Secondary: #AHCCCS #KidsCare #Medicaid

AHCCCS social media accounts to tag, follow, and share:

Facebook: @AHCCCSgov

Twitter: @AHCCCSgov

LinkedIn: @AHCCCS

Instagram: @AHCCCSgov

Graphics and Media Download

[Download this zipped file of all media collateral.](#)