



# Unwinding the Public Health Emergency

## Quarterly Social Media Toolkit

*December 2021*

### SOCIAL MEDIA POSTS (for Facebook, Twitter, LinkedIn, or Instagram)

#### December 2021: Preparing for the End of the PHE

##### Public Messaging for Members

1. Since the start of the pandemic, a Public Health Emergency (PHE) has been in effect, during which AHCCCS suspended disenrolling most members, regardless of income eligibility. But we still ask members to keep their contact info current. Log in to [healtharizonaplus.gov](http://healtharizonaplus.gov) to update your address so we can contact you!
2. AHCCCS eligibility is renewed annually. More than 75% of renewals are determined automatically, with no need for the member to submit any paperwork. If we DO need some information from members, we will send a letter. It's important that we can reach you! Make sure your contact info is correct by logging into [healtharizonaplus.gov](http://healtharizonaplus.gov) to update your info.
3. During the Public Health Emergency (PHE), AHCCCS suspended most disenrollments, regardless of eligibility. Although we don't know exactly when the PHE will expire, we are planning for it now. Learn more at [azahcccs.gov/AHCCCS/AboutUs/covid19.html](http://azahcccs.gov/AHCCCS/AboutUs/covid19.html).
4. The Public Health Emergency is expected to end in 2022. At that time, AHCCCS will redetermine your Medicaid eligibility. You may be asked to provide proof of income or other documents. Log in to [healtharizonaplus.gov](http://healtharizonaplus.gov) to make sure your contact info is correct!

##### Public Messaging for AHCCCS Providers

1. Although we do not know when the PHE will end, AHCCCS is preparing its registered providers by asking them to complete the re-registration process in APEP. Learn more at [www.azahcccs.gov/APEP](http://www.azahcccs.gov/APEP).
2. Providers: during the federal Public Health Emergency (PHE), please use the AHCCCS Provider Enrollment Portal (APEP) to establish a username and review all provider information for submission, a process called re-registration. Learn more at [www.azahcccs.gov/APEP](http://www.azahcccs.gov/APEP).
3. Providers, when the PHE ends, providers must complete the re-registration process in the AHCCCS Provider Enrollment Portal. You will be notified in writing to submit a revalidation application within 60 days to avoid termination of the provider ID. Learn more at [www.azahcccs.gov/PlansProviders/APEP/ProviderEnrollment.html](http://www.azahcccs.gov/PlansProviders/APEP/ProviderEnrollment.html).



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4. For some providers who have already re-registered with AHCCCS, an approved re-registration application will be considered a completed revalidation application once the PHE is lifted. Learn more at [www.azahcccs.gov/APEP](http://www.azahcccs.gov/APEP).

## HASHTAGS/TAGS

**Primary:** #EndofPHE #Medicaid

**Secondary:** #PublicHealthEmergency, #PHE #AHCCCS

### Accounts:

Facebook - @AHCCCSgov

Twitter - @AHCCCSgov

LinkedIn - @AHCCCS

## GRAPHICS

Folders: <https://drive.google.com/drive/folders/1VVrJYs9HQdwRbZ0aDg1kqCzLOyHZHGfK?usp=sharing>

## RESOURCES

- Main web page: <https://azahcccs.gov/AHCCCS/AboutUs/covid19.html>
- HEAPlus: <http://www.healthearizonaplus.gov>