

# Renewal of Medical Assistance (Medicaid) and Minnesota Care: Redeterminations [\(Visit the DHS website for details.\)](#)

Like all states, Minnesota has maintained health care coverage for its Medicaid enrollees during the COVID-19 pandemic during the Public Health Emergency. However, the Public Health Emergency in Minnesota ended on April 1, 2023. This means a return to the standard eligibility procedures which includes an annual eligibility review for anyone who has Medical Assistance (Medicaid) of Minnesota Care (MNCare). Most of the 1.5 million Minnesotan enrollees need to renew their eligibility. The renewal packet will be mailed to enrollees beginning in April and rolling throughout the year depending on the month each person enrolled in originally. The multi-page paper packet that each enrollee will receive will need to be completed and mailed, faxed, or emailed back in by the due date indicated within the packet. It's important to note that people haven't had to renew their coverage in 3 years, so this process will be new to many.

## Why is This Important?

Not renewing health coverage can result in unmet health needs, lack of preventive services, over utilization of the emergency department, and increased financial burden for people. It's important to ensure every enrollee renews their coverage to avoid uninterrupted access to health care.

## What can Community Organizations Do?

Community organizations can spread the information about the renewal process, encourage people to [update their address](#) so they don't miss their packet, and [gather appropriate paperwork](#) in advance! We recommend setting up events to educate MA/MN Care enrollees about this. Invite your local navigators and health plans to help answer questions. Utilize the [DHS communications toolkit](#) to spread the message via social media, email, and other ways.

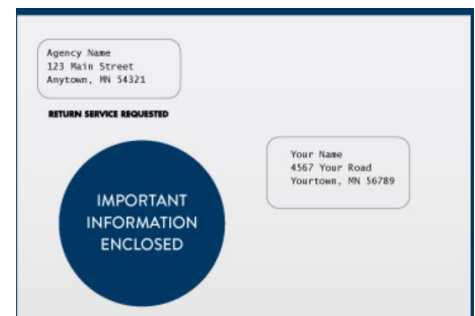
Contact [health plans](#) to find out which month individuals will receive their renewal packet and watch for the renewal lookup tool on the DHS website – coming soon!

## Complete the Renewal Packet On-Time:

The renewal packet envelope will have a blue dot on the bottom left side stating, "IMPORTANT INFORMATION ENCLOSED."

Depending on the renewal packet's contents, the member will need to either:

1. Complete the packet by following the provided instructions and seek assistance if necessary.



1a. Name, address and contact information				
FIRST NAME	MI	LAST NAME		
<input type="text"/>	<input type="text"/>	<input type="text"/>		
PHONE NUMBER where we can call you:		OTHER PHONE NUMBER where we can call you:		
<input type="text"/> <input type="radio"/> Cell <input type="radio"/> Home <input type="radio"/> Work		<input type="text"/> <input type="radio"/> Cell <input type="radio"/> Home <input type="radio"/> Work		
STREET ADDRESS	CITY	STATE	ZIP CODE	COUNTY
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
MAILING ADDRESS (if different)	CITY	STATE	ZIP CODE	COUNTY
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

2. Verify that their insurance has automatically renewed and ensure that the printed information is correct. If correct, they are done. If not, they should make necessary corrections and submit the document.

## Health Care Renewal Notice

You are getting this notice because it is time to renew coverage for members of your household. This notice tells you the status of your renewal. This notice is for the people listed below.

### Health Care Results

John Doe - MNSure ID Number: 1234567890

Effective Date	Action	Coverage Type
01/01/2023	Auto Renew	Medical Assistance

- Return the completed packet by mail, electronically, fax, or phone as soon as possible to avoid delays in coverage.
  - ✓ **Mail:** Put documents in the return envelope provided, add postage, and put it in the mail.
  - ✓ **Electronically:** [Upload](#) scanned files or photos of the completed renewal using the healthcare renewal document upload tool. Seek assistance from a navigator to assist with uploading the renewal form for free. Individuals need to ensure that all information entered on the renewal form is complete and accurate and that any scanned files or photos taken are clear. After submitting the documents, individuals will receive a confirmation number indicating that their uploaded files were received. The county or Tribal Nation will process the renewal and documents in the order they were received, and the agency working on the renewal will contact the individual by mail if additional information is required.
  - ✓ **Fax:** Fax the renewal to the agency listed as the return address on your paperwork. [Find addresses and fax numbers for agencies.](#)
  - ✓ **Phone:** Give information verbally over the phone. Contact your [county or tribal agency](#) to learn more. Note: Phone renewals may take up to an hour or longer.

### Where to Go for Assistance:

- UnitedHealthcare members can call 888-269-5410 to speak with someone to prevent a gap in healthcare coverage. Other [health plan contact information](#) can be found on the MN Department of Human Services website.
- [MNSure-certified navigators](#) are trained experts at local, trusted community organizations. Navigators can help complete renewal forms, report changes, and provide enrollment follow-up. Services from MNSure-certified navigators are always free.
- [COPAL](#), a non-profit organization, provides assistance to Spanish-speaking members over the phone through their team of Spanish-speaking navigators. To avail of their services, members can call them at 612-249-8736. In case the call goes unanswered, they are advised to leave a message mentioning their name, phone number, and reason for the call so that a navigator can return their call. It is important to note that the organization has a limited number of navigators, and therefore their capacity to handle calls may also be limited.