

## **Medicaid Redetermination Information**

Ohio Department of Medicaid (ODM) has to recheck eligibility for Medicaid benefits **every 12 months**. This is called “Medicaid Redetermination, Recertification or Renewal”. ODM will send you a 14-page packet to fill out. Some people don’t receive their packets because of a wrong address.

You can renew your benefits by giving the necessary information by doing one of these:

1. Go online at [benefits.ohio.gov](http://benefits.ohio.gov) (click “renew my benefits” tab)
2. Go to your county Job and Family Services office
3. Mail the packet back to your county Job and Family Services office

### **What to Do if You Receive a Letter Terminating Your Benefits**

- If the renewal information is not received on time, you will receive a letter ending your benefits. If you get a termination letter you have 90 days to appeal. If the hearing officer decides in your favor, your Medicaid will be reinstated and it will be retroactive – your medical bills for the past 90 days will be covered.
- If you appeal within 15 days, you will continue your Medicaid while waiting for the appeal. If you miss the 90-day deadline, you will need to re-apply for Medicaid.
- If you need help renewing or getting your benefits back you can contact your local legal aid office or a Certified Application Counselor who will provide enrollment assistance.
- To find your local legal aid office, call 1-866-529-6446 or go to <http://bit.ly/1A0pT4y6>

### **Remember:**

- Check your insurance card for your expiration date
- Renew **every 12 months**
- Notify Job and Family Services office if your address has changed
- Consumer Hotline 1-800-324-8680

## Provider Guidance for Medicaid Recipients

If the patient receives a re-determination/recertification packet, they need to complete it to the best of their abilities, then, mail the packet to the address on the top of the front page of the letter. There is no envelope so they need to mail the packet in their own envelope and the amount of postage required is about 70 cents or they can go to Go online at [benefits.ohio.gov](https://benefits.ohio.gov) (click “renew my benefits” tab). JFS in person office visit is also an option

- If the customer no longer has the packet or is unable to fill it out or mail it, they will have to walk into a county Job and Family Service office or call the county office and renew at the JFS office.
- If the customer has received a termination notice they have 90 days from the date of termination to recertify. During this period the customer’s Medicaid will not be active so they need to recertify and the Medicaid will be retroactive up to 90 days.
- It is not necessarily in the best interest of the customer to reapply as a new applicant unless the 90 days from the date of determination is over. This may slow down their Medicaid more.
- In many instances this should be treated in the same way as previous Medicaid recertification in terms of documents and household information.
- Consumer Hotline: 1-800-324-8680
- If they are applying for Medicaid for the first time they can call the Consumer Hotline.
- There are no co-pays for women & infants.