

Communication Materials

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Important changes coming for Ohio Medicaid Members!

Once the federal government declares an end to the COVID-19 public health emergency (PHE), Medicaid will resume its normal eligibility review process. This means that all eligible Medicaid **members will have to renew their Medicaid coverage** or risk losing it.

While some renewals can be completed without a need to contact the member, some renewals **will require members to respond to mail** from their County Department of Job and Family Services (CDJFS) regarding their Medicaid eligibility.

To prepare for this process, Medicaid members are encouraged to:

Update their contact information with their CDJFS. When it's time to renew, or if Medicaid needs more information to continue a member's coverage, the CDJFS sends a letter. Make address changes by logging on to Benefits.Ohio.gov or by calling 1-800-324-8680. Help is available Monday through Friday, 8 a.m.-8 p.m. and Saturday 8 a.m.-5 p.m. ET.

Check their mail and respond to requests for information from their CDJFS.

Any member who gets a letter stating that it is time to renew, or that their CDJFS needs more information, should respond right away. The CDJFS needs to hear from members to review their Medicaid eligibility. Members who do not respond to renewal letters or requests for information risk losing their coverage, even if they are eligible.

Members can manage their Medicaid account, complete renewals, upload documents, and find out the status of their coverage by logging into their Ohio Benefits Self-Service Portal account at [Benefits.Ohio.gov](https://benefits.ohio.gov).

They can find out more information by calling 1-800-324-8680 or by contacting their local CDJFS. Ohio Medicaid members can find their CDJFS by selecting their county from the dropdown at <https://medicaid.ohio.gov/home/update-contact-info/select-county-dropdown>.