



## Medicaid Redetermination Guidance

### Redetermination is phased

It's been two years since Illinois required Medicaid recipients to update their addresses and information to requalify for benefits. In March, the Illinois Department of Health and Family Services' (DHFS) introduced its multi-phase approach to redetermination.

As the COVID-19 Public Health Emergency restrictions lift, Meridian is actively engaging members to complete the qualification process and reminding providers of the necessity of redetermination. Phase 1 has begun and includes ongoing reminders to Medicaid recipients to report their current address. The precise timing of redetermination phases 2-4 is unknown, but the foundational concepts for each are noted below.

### Phase 1: Action Steps

Meridian is currently utilizing these tactics to inform members and providers.

- **Social media messages** began on March 30 and will continue through April and May
- **Redetermination reminders** are in digital and print newsletters for members and,
- **Noted in:** [the May Quarterly Provider Newsletter](#)
- **Mobile phone** text messaging to members
- **A member-facing call script** is utilized by Meridian's call center staff
- **Reminder that members can call** the DHFS hotline at **877-805-5312**, TTY **877-204-1012**
- **You may also provide the DHFS form link:** [Report Medicaid Change of Address Form](#)

### Phase 2: Change is coming

- Messaging will center around the *coming change*
  - **Engagement** for providers and members continue
  - **Enrollment** will begin on **XX date**
  - **Ask patients** if they've updated their address
  - **Meridian to ensure members know how to re-enroll**
  - **Multiple tactics** to communicate the re-enrollment steps
  - **Timing is TBD**, May or June tentatively

### Phase 3: Time to re-enroll

- Each member has a **specific enrollment period**
- Meridian to **list steps** to help members secure Medicaid benefits



- **Timing:** TBD, possibly July
- **All Medicaid** recipients enroll over a 12-month timeframe
- **Only a percentage** of Medicaid recipients re-enroll each month

#### Phase 4: Medicaid ineligible transition to ACA

- After redetermination, **redirect to [GetCovered-Illinois](#)**
- Can promote [Ambetter](#) and [Wellcare](#)