



Medicaid Redetermination Frequently Asked Questions

The Minnesota Department of Human Services (DHS) is resuming eligibility renewals for Medical Assistance (MA) coverage, a process that paused during the pandemic. MHA is working to get the most up to date information to support hospitals and health systems helping Minnesotans retain coverage.

Do Integrated Health Partnerships (IHPs) have access to patient lists who are eligible for renewal?

IHPs should have received a list of member renewal dates in late June 2023.

Can a certified application counselor (CAC) assist someone in renewing their eligibility for health care coverage?

Yes, the duties of a CAC do include helping consumers with eligibility and renewals. A full list of CAC duties can be found [here](#). CACs receive the same training as navigators and have the same duties – the key difference is that CACs can limit their services to their clients, whereas navigators must help anyone who contacts them for assistance.

What is DHS doing to work with managed care organizations (MCOs) to ensure individuals can renew their coverage?

- MCOs are permitted to take address updates on behalf of members and submit them to counties to update member address information.
- MCOs are including general information about renewals in enrollee and provider newsletters, at community events, and in meetings with community-based organizations and other stakeholders.
- MCOs receive lists of individuals in their health plan who are renewing each month and are sending text messages and emails, making phone calls, and sending mailings to remind them about renewals and offer assistance.
- MCOs are partnering with community-based organizations and navigators to conduct outreach and ensure that people are getting the information about renewals.
- MCOs are reaching out to people in the middle of a course of treatment for various health care conditions to remind them of their renewal dates and offer assistance.
- If people are no longer eligible for MA or MinnesotaCare, the MCOs are sending information on how to enroll in plans through MNsure.



Minnesota Hospital Association

If a patient's renewal month is September, when does their coverage end?

A person's certification period ends on August 31 if they are renewing eligibility for September. The end of the certification period is the last day before the month for which an enrollee is renewing eligibility.