

Special Bulletin

For professional providers

Updated on May 17, 2023

Medicaid Redetermination: Resources to Help Patients Who May Lose Coverage

Millions of Americans are expected to lose their Medicaid-related health coverage due to the continuous enrollment requirement for Medicaid, which ended on **March 31, 2023**. This will be a disruptive, stressful time for our members and your patients affected by this change.

Background

In response to the COVID-19 pandemic, the federal government declared a Public Health Emergency (PHE) on **January 31, 2020**. Income eligibility requirements for Medicaid were waived to help millions of Americans who lost their employer-sponsored health insurance.

In December 2022, Congress passed its year-end omnibus spending bill, which **delinked** the Medicaid continuous coverage requirement from the PHE, establishing the date of **April 1, 2023**, for resuming Medicaid redetermination. As states begin reviewing eligibility requirements for Medicaid, many current recipients will be disenrolled.

Available Resources to Share with Your Patients

The resources below might help members/patients who no longer qualify for Medicaid-related coverage find affordable health care coverage:

Highmark Resources for Members/Patients

| Region | Number | Website |
|-----------------------------|--------------|--|
| Delaware | 833-585-7334 | www.highmark.com/plans/individual-families |
| New York (Northeastern) | 800-700-8482 | |
| New York (Western) | 800-888-5407 | |
| Pennsylvania (Central) | 833-585-7332 | |
| Pennsylvania (Northeastern) | 833-585-7333 | |
| Pennsylvania (Western) | 833-585-7331 | |
| West Virginia | 833-585-7335 | |

Informational flyers are also available (**for Delaware, Pennsylvania, and West Virginia only**) that you may distribute to members/patients to help them find a plan that fits their needs.

To access the flyer and request printouts for distribution, go to the **Provider Resource Center (PRC)**, select **PRODUCT INFORMATION** from the left menu and then click **Product Information**. Once on the page, the flyer – as well as the *Request for Patient Support* form for printouts – can be found under the **Medicaid Redetermination** section.

The *Request for Patient Support* form can also be used to request additional support for your patients or your team.

FAQs on the PRC

For more information on the Medicaid redetermination process, you can view the Frequently Asked Questions (FAQs) document on the PRC.

To access the FAQs, go to the **PRC**, select **COVID-19** from the left menu and then click **COVID-19 (Coronavirus) Information**. Once on the page, the FAQs can be found under the **Medicaid Redetermination** section.

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