



Study Shows There is an Opportunity to Educate Medicaid Enrollees on Redeterminations

The Illinois Association of Medicaid Health Plans and the Illinois Medicaid Managed Care Organizations are Working to Keep Illinoisian's Informed and Covered

CHICAGO, IL - February 24th, 2023 - Beginning May 1st, Medicaid enrollees in Illinois will start to receive information to renew their healthcare benefits as part of the nationwide redetermination process. However, a new study shows that there is significant opportunity for Medicaid enrollee education on the redetermination process.

This is in part due to the fact that Medicaid enrollees have not been asked to update their information, or renew their coverage, for three years. The process, that would usually occur at least once a year for Medicaid enrollees, was put on pause due to the COVID-19 pandemic. Now that Congress has set an end to the public health emergency, that renewal process, or redeterminations, is resuming.

Although nationwide, Congress has declared that April 1st will mark the start of redeterminations, state officials in Illinois will begin sending correspondence out to Medicaid members at the end of April. This entire process will take twelve months to complete, with enrollees being redetermined iteratively - not everyone will be renewing their benefits at the same time.



“This is really important to note as there are so many misconceptions and misinformation circulating about the redeterminations process here in Illinois,” said Samantha Olds Frey, CEO of the Illinois Association of Medicaid Health Plans, a trade association that represents the Medicaid Managed Care Organizations that provide Medicaid coverage in Illinois.

“It’s of utmost importance that we as an industry - from providers, community organizations and hospitals who are on the frontlines with members, to media outlets who are informing all of our residents - it’s so important we get it right, and make it a priority to keep everyone informed, especially Medicaid members.”

What Illinois Medicaid enrollees should know is that beginning May 1st, they could expect to receive correspondence from the Illinois Department of Human Services (IDHS) regarding submitting information to determine their eligibility. They must submit the requested information by the given due date they are provided with. If they miss the deadline, they risk losing their health coverage.

If they are no longer eligible for coverage, they have options to sign up for a marketplace plan. Their current Medicaid Managed Care Health Plan can assist them with this process.

Current Medicaid enrollees should ensure that their contact information, including their address, is updated. They can do this by contacting their current Health Plan, or via the HFS website and going to “Manage my Case” [here](#). Their online portal will be able to tell them when their individual renewal process will be.

State estimates of the annual loss of Medicaid enrollees range from 300,000 to 750,000. Many Medicaid enrollees could lose coverage due to not getting paperwork in on time so Illinois Medicaid Managed Care Plans



are working with the State to minimize coverage loss for Medicaid enrollees through outreach campaigns and collaboration with healthcare providers and industry partners.

The likelihood of losing healthcare coverage is even higher with those who have chronic health conditions or who have an increased risk related to social influencers of health because they are more focused on health issues than returning redetermination paperwork. Considering the disproportionate impact of chronic health conditions on Black and Brown communities, there is a huge concern about loss of coverage for those who are still eligible for Medicaid within those communities.

“Through care coordination and proactive outreach practices, the Medicaid Managed Care Organizations have continued to make addressing the needs of Medicaid members and improving their healthcare outcomes a top priority. As their teams continue to meet members where they are, we remain close and committed to this undertaking, and in keeping every Illinois Medicaid member informed and covered,” said Olds Frey.

About IAMHP

IAMHP is a trade association whose members provide health care coverage, services, and solutions to millions of Illinoisans every day. IAMHP works with the IL state government, legislators, advocacy groups and Medicaid patients to invest in and provide high-quality health care focused on cost-effective, individualized care that helps the residents of Illinois live longer and healthier lives. You can visit www.iamhp.org to learn more about the organization. For more information on redeterminations in Illinois, visit <https://iamhp.org/Individuals>.

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