

Provider Memorandum

Medicaid Redeterminations Are Coming Soon

Molina Healthcare of Illinois (Molina) strives to always support our providers and members. During the COVID-19 Public Health Emergency (PHE), Medicaid enrollees received uninterrupted health care coverage without annual proof of eligibility requirements. Some state Medicaid agencies continued their eligibility review process, but enrollees were not terminated for ineligibility.

On December 29, 2022, President Joe Biden signed the [Consolidated Appropriations Act of 2023](#)* (also known as the omnibus spending bill) into law, which included the resumption of Medicaid redeterminations.

Previously, the resumption of Medicaid redeterminations was tied to the termination of the PHE. With the passage of this bill, the continuous coverage requirements that paused all Medicaid redeterminations at the start of the PHE will be decoupled from the PHE termination date of April 1, 2023.

What It Means

The Centers for Medicare & Medicaid Services (CMS) has provided guidance requiring all state Medicaid agencies to resume redetermination activities **by April 30, 2023**, for members with a redetermination date of June 30, 2023.

It is **imperative** that we help Medicaid recipients renew their benefits so they don't lose their health care coverage, which would likely result in their inability to access health care services.

Redetermination FAQ Resource

Our goal is to ensure all your Medicaid patients remain covered and have access to the care they need, when they need it. We've created an online [Redetermination Frequently Asked Questions \(FAQ\)](#) document with the information your patients (our members) need to renew their Medicaid coverage and continue receiving care.

[The FAQ](#) provides Illinois-specific information about Medicaid renewal, including the redetermination timeline and other helpful resources.

You can help by sharing the information with your Medicaid patients—especially what to expect from the process, useful links, and phone numbers—to help educate them on the importance of:

- Updating their contact information with HFS.
- Renewing their Medicaid coverage.

What Molina Is Doing for Members

Before the reinstatement of Medicaid redeterminations, we're working to ensure our members have updated their current contact information so they receive their renewal information on time. To accomplish this, we've created the following:

- Online information about how members can update their contact information
- Fliers
- Text messages, emails, and social media campaigns

When Illinois resumes redeterminations (by April 30, 2023), we'll focus on reminding members to renew their benefits with an awareness campaign that includes:

- A video explaining what the resumption of redetermination means for their Medicaid coverage
- A landing page to point them to Illinois-specific resources
- Social media posts and on-hold messaging to remind members that they'll need to take action to keep their Medicaid benefits

We'll also resume regular reminders and outreach to members 60 days before their renewal date via:

- Text messages
- Emails
- Outreach calls
- Mailers
- My Molina mobile app and member portal notices

Thank you for taking exceptional care of our members, especially throughout the PHE. We look forward to our continued partnership with you.

Questions?

We're here to help. Contact your dedicated Provider Network Manager or email the Provider Network Management team at MHILProviderNetworkManagement@MolinaHealthcare.com. For help identifying your dedicated Provider Network Manager, visit [Molina's Service Area page](#) at [MolinaHealthcare.com](https://www.molinahealthcare.com).

Provider Portal Alert

We are sunsetting the Molina Legacy Provider Portal on March 28, 2023. Ensure that you and your staff have access to streamlined claims management, authorizations, eligibility/benefit verification, and more. Get started with Availity Essentials Provider Portal today! [Click here](#).

Get Critical Updates

Receive news and updates about Molina services and plan requirements delivered straight to your inbox! [Click here](#) to receive Molina's provider updates.

Note: Molina's website and documents are best viewed in Google Chrome or Microsoft Edge.