

The Public Health Emergency and Its Impact on Medicaid Eligibility

Neighborhood News - July 2022

When the Public Health Emergency (PHE) ends in Rhode Island, RI Medicaid will be required to “re-determine” every current Medicaid beneficiaries’ eligibility.

What You Need to Know

The re-determination process will identify if a current Medicaid member is still eligible for RI Medicaid.

The State has made several enhancements to the Bridges eligibility and enrollment system to automatically renew eligibility for a sizable population of current beneficiaries, based on information already in the system or information obtained from external data sources.

- If the State cannot re-determine eligibility using information on file, they will send out a request for additional information by mail and/or email telling beneficiaries what actions are pending with coverage, what action they need to take, and provide them with 30 days to respond.
- Not all clients will need to take action. If case details are confirmed to maintain eligibility; the beneficiary will receive a notice indicating benefit renewal. At any time, if someone disagrees with a decision regarding eligibility, they have the right to appeal by requesting a hearing. An appeal form will be included in the notice packet.

What You Can Do

The most important action you can take NOW is to have beneficiaries update their individual and family account information so the program can send them the notices and information they need to maintain or transition coverage.

- If a Medicaid members has changed their addresses, phone number or email, or had a change in income or household size, having current information helps the Medicaid program determine the continuation of eligibility and avoid the potential for inappropriate terminations or gaps in coverage.
- In addition to paper notices, beneficiaries can now opt-in to receive text message updates from Medicaid. These messages can help remind them when critical deadlines are approaching. They may also update their preference to receive email notifications.

Medicaid members can update their information in several ways:

- By Phone: Call HealthSource RI at 1-855-840-4774 (Monday through Friday, except holidays, from 8:00 a.m. - 6:00 p.m.) or call Neighborhood Member Services at 1-800-459-6019 (TTY 711). Neighborhood will share this information with the State of RI.
- Online: Members can log-in to their HealthSource RI account at <https://healthyrhode.ri.gov/>. HealthSource RI (HSRI) also hosts a live web chat, which is staffed during business hours.

For More Information

The RI Medicaid Program publishes a monthly “Provider Update” newsletter. The updates can also be found [here](#) on the EOHHS website.

- If you would like to receive the Provider Update via email, send an email to: riproviderservices@gainwelltechnologies.com. Please include your National Provider Identifier (NPI) and the primary type of services you provide.