

Provider Bulletin



News and Information

May 8, 2023

Redeterminations and Renewals

Medical Assistance Redeterminations

The Minnesota Department of Human Services (DHS) has reinstated Medicaid redeterminations (or renewals) for Medical Assistance members in Prepaid Medical Assistance Program (PMAP), UCare Connect, UCare Connect + Medicare, Minnesota Senior Care Plus (MSC+) and Minnesota Senior Health Options (MSHO) plans. The renewal process started with Medical Assistance members who have a renewal date of July 1, 2023. This is the first date members could lose coverage for failing to renew their eligibility with the state and county.

During the COVID-19 Public Health Emergency, Medicaid redeterminations (or renewals) were paused. For three years members did not lose their coverage, regardless of their eligibility status.

Medical Assistance members will renew in monthly cohorts, based on their original enrollment date. MinnesotaCare members will go through the renewal process this fall with a Jan. 1, 2024, effective date. Visit the DHS [Renew My Coverage](#) page for more information.

Member Contact Information Updates

Medicaid members should report any contact information updates as soon as possible to ensure they receive all notifications from DHS or UCare. At the end of May, UCare will be able to update Medicaid member contact information on behalf of the member. Members can call UCare directly to update their information, then UCare will submit the change to DHS and counties for processing. Members can visit the [My Contact Information](#) page for contact information updates.

Member Communications

UCare will notify affected members of their renewal date and provide information on where to go for assistance with their renewals. Members will be notified via U.S. mail, email, automated call and/or text message.

Providers can find fliers and other promotional collateral regarding this change on the [Communications Toolkits for Partners](#) page.

Renewal Application Assistance Available for All Members

UCare staff are trained in the renewal process, able to answer standard questions and have a process to refer members who need additional assistance to complete renewal paperwork. If you work with a UCare member who needs to renew, had a lapse in coverage or needs additional assistance, contact:

- **Keep Your Coverage Team** for members in MSHO, MSC+, UCare Connect and UCare Connect + Medicare
612-676-3438 or 1-855-307-6978 (TTY users call 612-676-6810 or 1-800-688-2534)
Monday - Friday, 8 am - 5 pm
keepyourcoverage@ucare.org
- For members in PMAP and MinnesotaCare, call UCare Customer Services
612-676-3200 or 1-800-203-7225 (TTY call 612-676-3200 or 1-800-203-7225)
Monday - Friday, 8 am - 5 pm